



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Gallatin River Communications L.L.C.
d/b/a CenturyLink GRC
for quarter ending June 30, 2007

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	6.10	6.10	6.00	6.07
B. Operator Answer Time - Information [730.510(a)(1)]	4.34	4.20	4.30	4.28
C. Repair Office Answer Time [730.510(b)(1)]	12.00	13.00	16.00	13.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	15.00	10.00	16.00	13.67
E. Percent of Service Installations [730.540(a)]	99.26%	98.58%	99.57%	99.14%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	99.85%	99.95%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.29	1.24	1.79	1.44
H. Percent Repeat Trouble Reports [730.545(c)]	8.27%	8.27%	5.47%	7.34%
I. Percent of Installation Trouble Reports [730.545(f)]	2.42%	3.20%	1.39%	2.34%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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